

# HSU Training and Professional Development

## *Strategic Plan*

### **Vision**

Engage, Enlighten, Perform

### **Mission Statement**

Training and Professional Development at Humboldt State University will stimulate and support growth in order to maximize performance and enhance organizational effectiveness through client-driven programs.

### **Goals and Objectives**

In order to enrich the university workforce, enhance the organizational culture and support personal growth, Training and Professional Development is committed to delivering a sustainable, client driven program that is flexible and efficient.

Statement of the Challenge:

- The University has an opportunity to implement a more cohesive approach toward training and development across university divisions.
  - Overarching Rationale: A cohesive approach includes onboarding, enhancing fundamental job skills, career development, leadership, mentoring, succession planning and mitigates exposure to legal risk (e.g. HR compliance, OSHA compliance, Emergency Management compliance).
- A systemic approach towards professional development is needed in an effort to align employee and management interests.
  - Overarching Rationale: Development and career opportunities help to attract, motivate and retain high performers. A broad emphasis on employee development improves the effectiveness of the university.

<b>Goal 1</b>	<b>Insuring HSU employees have the informational resources available to perform effectively.</b>	<b>HSU Strategic Plan Alignment Goal 2 &amp; 4.3</b>
	<ul style="list-style-type: none"> <li>● Provide a timely and effective orientation experience that introduces essential systems, processes, services, resources and policies</li> <li>● Facilitate the utilization of existing learning assets (SkillPort, Library, etc.)</li> <li>● Partner with SME's to develop interactive online self-paced and instructor-led training on HSU specific systems and processes</li> <li>● Provide training on tools for process documentation (to create job aids and wikis, for example)</li> <li>● Coordinate, support and encourage training compliance throughout the university</li> <li>● Utilize external training assets for instructor-led training</li> </ul>	
<b>Goal 2</b>	<b>Assisting individuals in cultivating robust, varied and dynamic skillsets</b>	<b>HSU Strategic Plan Alignment Goal 2 &amp; 4.3</b>
	<ul style="list-style-type: none"> <li>● Provide relevant, comprehensive and effective learning opportunities</li> <li>● Create learning tracks that ensure learners are working toward concrete, job-specific goals and expertise</li> <li>● Facilitate and enhance peer instruction</li> <li>● Create measurable, structured training outcomes (Kirkpatrick levels I, II, III)</li> </ul>	

<b>Goal 3</b>	<b>Promoting effective interpersonal dynamics and leadership qualities</b>	<b>HSU Strategic Plan Alignment Goal 2 &amp; 4.3</b>
	<ul style="list-style-type: none"> <li>● Increase skillful communication that reduces interpersonal conflict and promotes team effectiveness</li> <li>● Motivate individuals to share expertise and mentor others</li> <li>● Enhance intra and inter departmental teamwork</li> <li>● Facilitate learning initiatives that support diversity in the workforce</li> </ul>	
<b>Goal 4</b>	<b>Improving the quality of work life and job satisfaction</b>	<b>HSU Strategic Plan Alignment Goal 2 &amp; 4.3</b>
	<ul style="list-style-type: none"> <li>● Educate employees so they can best utilize the benefits, services, policies and procedures of the university</li> <li>● Support activities that engage the employee socially, physically and intellectually, while increasing collegiality and communication</li> <li>● Increase the use of the fee waiver program</li> </ul>	
<b>Goal 5</b>	<b>Continuous Internal Improvement</b>	<b>HSU Strategic Plan Alignment Goal 2 &amp; 4.3</b>
	<ul style="list-style-type: none"> <li>● Broadly report training compliance, in-person engagement and online asset usage</li> <li>● Enhance customer service and learner feedback</li> <li>● Regularly evaluate our staff and our program for effectiveness</li> <li>● Maintain a modern web and social media presence</li> <li>● Document changes in employee performance</li> <li>● Plan and measure outcomes against university priorities</li> <li>● Measure the training program against exemplary models</li> </ul>	